

Working agreement

Welcome to my practice

I am a member and subscribe to the codes of ethics and professional practices of the British Association of Counselling and Psychotherapy (BACP); Qualified and experienced to work with adults online and in person providing individual and group counselling/psychotherapy.

The aim of the therapy I offer is to provide you with a confidential opportunity to explore your process (thoughts, feelings, experience) in safety, to assist your awareness and growth (learning, healing, understanding). My role is to support you through this process without judgement or telling you what to do. I may on occasion provide information or offer suggestions or interpretations as appropriate.

This document contains important information about my professional services and business policies. Please read it carefully and note any questions you might have for discussion when we meet.

Working in person

I follow current guidelines regarding Covid 19 etc. I endeavour to provide a safe and secure space for our work together, please ensure you are punctual and respect the facilities.

Working online

When working online via the Zoom platform (free to download). It is important that you have a private space (no third party present out of camera range) where you feel secure that you won't be interrupted and confident that the details of our conversations remain confidential (use of headphones can help with this).

You agree that recording of a session is not permitted by either party, unless there has been a discussion and agreement to record has been reached in advance.

Please note that any inappropriate behaviour or dressing will result in the termination of the session with immediate effect. If this should happen I reserve the right to charge you in full for the session.

You agree because of the nature of video calling that interruptions may happen during our sessions together online and that we both will be active in trying to minimize this.

If our session is affected by technology problems that affect our ability to communicate, we should both:

- Log out of the system
- Wait a few minutes
- Attempt to log back in (if this is successful, we will continue)
- If this doesn't work, I shall call you on the phone number you have provided to continue the session, unless we have made alternative arrangements.

Contact details

Nigel Lack MA, MBACP (accred)
Counselling Psychotherapist
nigel@allofmetherapy.co.uk
07941 334924

Bank details

Barclays **63017680** Sort code **20-25-36**

Fees are payable in advance prior to the session, no later than the day of the session.

Confidentiality

The sessions are completely confidential, with the exception of the following circumstances:

- From time to time I will discuss my work with a clinical supervisor. This is standard practice and helps me to work as well as I can with you. My supervisor is bound by the same code of ethics and confidentiality as myself.
- If I believe you are at risk of harming yourself or others, I reserve the right to break confidentiality in order to prevent harm. However, I would only do this in extreme circumstances and would always try to discuss it with you before taking action.
- Where I am legally obligated to break confidentiality.

Session details

We have agreed to meet on a weekly basis for 50 minutes.

If you are routinely supporting yourself using alcohol or recreational drugs I ask for your agreement not to use 24 hours before or after a session, if it becomes apparent that you are under the influence of such substances during the session, I will terminate the meeting and full payment is required.

Payment

My fee is £70.00 for a 50-minute session payable by bank transfer in advance no later than on the day of the session. My fees are reviewed annually normally in January.

Cancellation policy and ending therapy

- I require 7 days notice for a cancellation; otherwise you will be required to pay in full for the missed session. To encourage continuity, the number of cancelled sessions is limited to 4 per year. In the event of a 5th or more missed sessions in any given year, you will be required to pay the full amount for each missed session.
- I will provide you with as much notice as possible regarding my holidays. If I have to cancel sessions at short-notice for any reason, I will try to offer you an alternative day/time.
- Where our work extends beyond eight weeks, I recommend that we have at least two weeks notice of ending to allow us a proper ending and review. After six months I suggest two months notice.
- I reserve the right to end this agreement under the following circumstances:
 - a. If you do not attend 2 sessions in a row without contacting me, I may choose to end the agreement and will provide you with written notice to advise you of this.
 - b. If, after consultation with my supervisor, it is agreed that my competency does not adequately match your presenting issues. In this event, I will discuss options for referral with you.

Contact between sessions

Contact between sessions will be limited to arranging or altering appointments. I will endeavour to answer client communications within 48 hours and cannot guarantee response times regardless of the method of communication.

In the event I need to contact you please make known to me your preference for communication (phone/text/email) between sessions.

I do not offer an emergency service. In the event of an emergency/crisis between sessions (your consideration of serious self harm) it would be vital for you to get immediate support. I would suggest you contact your GP, nearest accident and emergency (A&E), or call Samaritans 116 123 (email jo@samaritans.org).

The right to complain

I abide by the Code of Ethics and Professional Practice of the British Association of Counsellors and Psychotherapists (BACP) In the event that you should feel it necessary to make a complaint regarding some aspect of my professional practice you can do so via the BACP website.

Privacy

Your privacy is very important to me and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was provided to me. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

All written records are not identified by name and are stored securely in accordance with GDPR, and are not used for any other purpose other than your counselling/psychotherapy record.

During our work together your records are kept on a separate memory stick stored securely when not in use.

At the end of our work together, notes are stored securely for five years then destroyed.

I am a registered data controller and work within the requirements of Information Commissioners Office (ICO).

My privacy policy is available at allofmetherapy.co.uk

Clinical Will

In the event of my death or sudden illness that means I am unable to contact you, I have appointed a Therapeutic Executor who will take care of contacting you on my behalf. This person is a qualified counsellor/therapist and adheres to the same or equivalent ethical framework and confidentiality standards as I do. They will only access your contact details in an emergency, and discuss with you appropriate onward arrangements.

PSYCHOTHERAPIST & CLIENTS CONSENT

I agree to undertake psychotherapy in accordance with the terms outlined above.

Psychotherapist Name/Signature: *Nigel Lack*

Date:

Client Full Name/Signature:

Date:

When we both annotate this document, it will represent an agreement between us to abide by its terms during our professional relationship. Your name will also indicate that you have read and understood my privacy policy (allofmethery.co.uk).